



About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

Baldridge in Nebraska

- **2 Nebraska applicants for the Baldridge Award (2005–2015)**
- **1 Nebraska applicant in 2010 represents 5,680 jobs, 4 work locations, \$750 million in revenues/budget, and more than 450,000 customers served.**
- **3 Baldridge examiners from Nebraska volunteered more than \$45,000 in services in 2015.**

Great Plains Performance Excellence

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldridge-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldridge Program for the Baldridge Excellence Framework and other resources but operate without financial support from the Baldridge Program. Nebraska is served by Great Plains Performance Excellence (<http://www.greatplainsperformance.org>). Its mission is to promote performance excellence in Nebraska through training of examiners on the Baldridge Criteria, site visits, application reviews, and general training.

2015 Performance Excellence Award Winner in Nebraska

Community Hospital, McCook (Peak Award, given by Rocky Mountain Performance Excellence)

Success Story



Community Hospital is a 25-bed critical access hospital accredited through the Joint Commission. It offers five primary service lines on campus in McCook, with physicians' assistants at rural clinics. It serves southwestern Nebraska, as well as northwestern Kansas communities, with a workforce of approximately 301 employees.

Selected Results

- At 100% for three Center for Medicare and Medicaid Services core measures
- National top 10% for median time to EKG
- 99.1th percentile in PRC inpatient perception survey for overall quality of care
- 96.8th percentile for home health care willingness to recommend
- Higher than 90th percentile for employee satisfaction with the hospital as a place to work

AHCA/NCAL National Quality Award Winners in Nebraska

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

The Ambassador Lincoln (2015, Silver)	Morys Haven (2015, Silver)
The Ambassador Omaha (2015, Silver)	Papillion Manor (2015, Silver)
Brookefield Park (2015, Silver)	Plum Creek Healthcare Community (2015, Silver)
David Place (2015, Silver)	Rose Lane Home (2015, Silver)
The Evergreen Assisted Living Residence (2015, Silver)	Samaritan Springs (2015, Silver)
Good Samaritan Society—Syracuse (2015, Silver)	Sunrise Country Manor (2015, Silver)
Good Samaritan Society Linden View Assisted Living (2015, Silver)	Sutherland Care Center (2015, Silver)
Good Samaritan Society Villa Assisted Living (2015, Silver)	Tiffany Square Care Center (2015, Silver)
Heritage of Bel-Air, Inc. (2015, Silver)	Welcov Assisted Living at Ogallala (2015, Silver)
Heritage Estates (2015, Silver)	Welcov at Kearney (2015, Silver)
Hooper Care Center (2015, Silver)	Crestview Care Center (2014, Silver)
Lancaster Rehabilitation Center (2015, Silver)	Ridgewood Rehabilitation & Care Center (2014, Silver)
	8 Bronze recipients (2014)

Baldrige in the U.S.

- **Organizations from all sectors and of all sizes use the Baldrige Excellence Framework to achieve their success and sustainability goals.**
- **U.S. organizations applying for the Baldrige Award have received 1,639 feedback reports detailing organizational strengths and opportunities for improvement.**
- **102 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2015 applicants represent 567,434 U.S. jobs, 2,665 work sites, more than \$142 billion in revenues/budgets, and an estimated 449 million customers served.**
- **349 national Baldrige examiners volunteered roughly \$5.3 million in services in 2015.**
- **In 2014, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,210 organizations using 2,152 volunteer examiners.**